



# Minetek Privacy Policy

## How we handle your information

– September 2015 (Version 0.0)

The following document sets forth the Privacy Policy for Minetek.

Please note during the course of our relationship with you, we may tell you more about how we handle your information. Please visit our website regularly, as we may update this policy from time to time.

Minetek is committed to providing you with the best possible customer experience. Minetek is bound by the Privacy Act 1988 and the Australian Privacy Principles (APPs), upon which this policy is based.

## 1.) Collection of your personal information

### Information we collect from you

We collect information about you and your interactions with us (E.g. when you request or use our products and/or services, phone us, visit our website(s), fill in an online form or visit any of our social media sites). When you use our website we may collect information about your activity including IP address, location, telephone number and whether you've accessed third party sites. Some of this website information we collect using Cookies. A "cookie" is a packet of information stored on your computer that allows our server to identify and interact more effectively with your computer.

The personal information we collect from you may include your identity and contact details, as well as other personal details such as gender.

### Information we collect from others

We collect information about you from others, such as service providers. We may collect information about you that is publicly available, for example from public registers, social media, or made available by third parties.

## 2.) Sharing of your personal information

We may occasionally hire other companies to provide services on our behalf, including but not limited to handling customer support enquiries, processing transactions or customer freight shipping. Those companies will be permitted to obtain only the personal information they need to deliver the service. Minetek takes reasonable steps to ensure that these organisations are bound by confidentiality and privacy obligations in relation to the protection of your personal information.

### **Sharing information overseas**

From time to time we may send your information overseas to Minetek employees and to service providers or other third parties who operate or hold data outside Australia. When this occurs, we make sure that appropriate data handling and security arrangements are in place.

Please note that Australian law may not apply to some of these entities.

We may also send information overseas to complete a particular transaction, such as an International Money Transfer, arranging logistics, or where this is required by laws and regulations of Australia or another country.

### **3.) Use of your personal information**

For each visitor to reach the site, we expressly collect the following non-personally identifiable information, including but not limited to browser type, version and language, operating system, pages viewed while browsing the Site, page access times and referring website address. This collected information is used solely internally for the purpose of gauging visitor traffic, trends and delivering personalized content to you while you are at this Site.

From time to time, we may use customer information for new, unanticipated uses not previously disclosed in our privacy notice. If our information practices change at some time in the future, we will amend our policy and update it on the website and any data collected from the time of the policy change forward will adhere to our updated practices.

We collect personal information so that we may:

- Establish your identity and provide you with the best possible customer service
- Manage our relationship with you
- Price and design our products and services
- Conduct business and respond to enquiries
- Improve our business and customer experience
- Identify and tell you of other products and/or services that may be relevant to you
- Manage our risks
- Comply with any legal obligations

We may also collect, use and exchange your information in other ways where permitted by law.

### **Direct Marketing**

If you do not wish to receive direct marketing, you can ask us not to contact you and not to disclose your information to others for that purpose, by contacting us through one of the avenues tabled in section 6.

## Improving our experience

Improvements in technology enable many organisations to collect and use information to build a more integrated view of customers, which enables Minetek to provide better products and services.

Personal information may be compiled with other information available from a wide variety of external sources (e.g. Australian Bureau of Statistics data), that can be analysed to gain useful insights which can be used for any of the purposes mentioned in this section.

In addition, we may provide data insights or related reports to others, for example to help them understand our products and/or services better. These are based on aggregated information and do not contain any information that identifies you. An exception applies if you consent to Minetek using your information (E.g. Testimonials).

## 4.) Keeping your Personal Information Secure

We keep hard-copy and electronic records of information on our premises and systems. To ensure the information is secure, we have the following safeguards in place:

Safeguard	Specifics
Staff Training and Auditing	We train and remind staff of their obligations with regards to your personal information and audit our systems regularly.
System Security	We have firewalls, intrusion detection systems and virus scanning tools to protect against unauthorised persons and viruses accessing our systems.
Building Security	We have protection in our buildings against unauthorised access by using alarms, cameras and guards (as required).
Destroying data no longer required	Where practical, we keep information only for as long as required.

## 5.) Accessing Your Personal Information

You have a right to access your personal information, subject to exceptions allowed by law. If you would like to do so, please let us know. You may be required to put your request in writing for security reasons.

**Is there a fee?**

There is no fee for making the initial request, but in some cases, there may be an access charge to cover the time spent locating, compiling and explaining the information you ask for. Any fees will be provided to you prior to Minetek starting.

**How long does it take to gain my information?**

We will try to make your information available within 30 days of your request, but note that we will need to confirm your identity before releasing the information.

**Updating your basic information**

It is important that Minetek have the correct details on hand, which include such things as your address and telephone number. You can update your details by phoning us. Please see section 6 for contact details.

From time to time, you may receive communication (e.g. phone call, email or letter) asking you to confirm your information. This ensures that our systems are up to date and reduces the risk of inaccurate information on our systems.

**Updating your information**

You can ask Minetek to correct any inaccurate information that we hold or have provided to others by contacting us using the contact details in section 6. If the information that is corrected is information we have provided to others, you can ask us to notify them of the correction. We don't charge a fee for these requests.

If we are able to correct your information, we will inform you when the process is complete.

If we disagree with you that information should be corrected, we will let you know in writing our reasons.

## **6.) Privacy Complaints**

If you have any queries and/or complaints regarding your privacy, you have the right to make a complaint, which will be handled by Minetek.

**How to make a complaint**

To make a complaint, please get in touch with your Minetek representative as your first port of call. We will record details of the situation and try to remedy it straight away.

If you've raised the matter through your Minetek representative or our customer service team and the complaint has not been resolved to your satisfaction, please contact us via one of the methods in the table below:

Method	Contact Details
Phone:	+612 6578 8600
Fax:	+612 6578 8688
Online:	<a href="http://www.mintek.com/contact-us">www.mintek.com/contact-us</a>
Email:	<a href="mailto:marketing@minetek.com">marketing@minetek.com</a>
Mail:	Minetek Attn: Marketing Manager 3 Rosella Street McDougalls Hill, NSW, 2330

### How complaints are handled

Usually, it takes only a few days to resolve a complaint. However we aim to resolve complaints within 30 days. In the instance where more time is required, we will contact you to explain why and discuss a timeframe to resolve the complaint.

### External Review

In the event that you are not satisfied with how the complaint has been handled after going through the steps listed above, you can refer your complaint to an external party. It is suggested that you only do this once you've followed our internal complaint processes set out in this document. The details below outline contact methods:

Method	Contact Details
Phone:	1300 363 992
Online:	<a href="http://www.oaic.gov.au">www.oaic.gov.au</a>
Email:	<a href="mailto:enquiries@oaic.gov.au">enquiries@oaic.gov.au</a>
Mail:	The Office of the Australian Information Commissioner GPO Box 5218, Sydney NSW 2001